



FAMILY LIAISON OFFICE

Employment Opportunity in the Family Liaison Office

Program Support Officer (GS-301-09), full time, two-year limited appointment, with potential to be extended up to a maximum of five years, Excepted Service, Schedule A. This appointment is not in the Competitive Service. The selected candidate will receive a two-year Non-Career term appointment with benefits (FERS, TSP, FEGLI and FEHB). **The application deadline for this position is 11:59 p.m. EDT Wednesday, July 18, 2018.**

Summary

The position is located in the Family Liaison Office (FLO), Bureau of Human Resources, U.S. Department of State. The incumbent of this position is responsible for administering the expeditious naturalization program and will counsel, support and provide information to employees and family members seeking United States citizenship. He/she serves as liaison with the U.S. Citizenship and Immigration Services (USCIS) for expeditious naturalization matters. In addition, the incumbent is the office administrator for the Family Liaison Office. The incumbent reports to the FLO Director. This position is located in Washington, D.C. and may require some travel.

The Family Liaison Office was established in 1978 to improve the quality of life of Foreign Service employees and their family members. The FLO assists both employees and family members in the areas of family member employment, educational counseling, crisis support, unaccompanied tours, and expeditious naturalization. FLO provides support to evacuees from overseas missions, is the functional office for the worldwide Community Liaison Office program, and organizes Washington and overseas training conferences annually. FLO produces numerous publications and electronic media and its staff participate in numerous presentations in FSI courses, to other agency personnel, and to post communities overseas. Further information about FLO is available on FLO's internet site at: (www.state.gov/flo).

The Family Liaison Office serves employees and family members not only from the Department of State, but also fields questions and makes referrals for many agencies with personnel abroad including the U.S. Agency for International Development, the Foreign Commercial Service, the Justice Department, and Peace Corps, among others.

Key Requirements

- A. U.S. Citizenship.
- B. Ability to obtain and maintain a Top Secret security clearance.

Major Duties

- A. Reviews and analyzes all incoming expeditious naturalization requests; determines eligibility under the appropriate laws; prepares written responses to each request; discusses sensitive requests with supervisor; recommends cases to USCIS;
- B. Updates and maintains Access database of expeditious naturalization clients; creates and analyzes statistical reports from the database to provide FLO Director with information on trends in the program;
- C. Provides information and referral to employees and their spouses on questions related to expeditious naturalization, the naturalization of children, and other family members;
- D. Serves as travel arranger for the office, training the Office Receptionist on travel preparation and regulations and briefing office staff on federal travel regulations, travel preparation and reimbursement procedures;
- E. Represents and acts for the Office Director by monitoring and reviewing all incoming and outgoing correspondence/actions and determining the proper action or disposition to be taken; and
- F. Reviews all office correspondence, staff actions, and reports prepared for the Director's signature for thoroughness, clarity, completeness, clearances, grammar and procedural correctness. Responsible for writing public information related to the naturalization program for use on FLO's website and in briefing materials.

Qualifications (ranking factors)

The successful candidate must have (provide specific examples for each):

- A. A minimum of 3 years of experience living in a Foreign Service community abroad;
- B. Demonstrated ability to research, interpret, and apply complex government regulations;
- C. Demonstrated proficiency in each Microsoft Office Suite application (expert proficiency in Outlook, Word, Excel and Access) and ability to manage databases, compile and analyze information and produce reports based on data;
- D. Demonstrated ability to write clearly and concisely on technical and non-technical matters;
- E. Demonstrated ability to interact well with others and demonstrate good customer service and teamwork skills; and
- F. Demonstrated ability to handle multiple tasks under time constraints, prioritizing appropriately.

Availability is a key factor.

How to Apply

Interested individuals may submit one of the following: an Application for Employment as a Locally Employed Staff or Family Member (DS-174), or a Federal resume (see important instructions for submitting a resume at the end of this announcement). Note: there is no vacancy announcement number; please reference the position title: Program Support Officer, GS-301-09.

In addition, each candidate must submit a supplemental statement that addresses each of the qualifications (ranking factors) in paragraph 8 and explains in detail how the applicant's experience (paid or unpaid), education or special training relates to those qualifications. Please include your name and

the title and grade of the position for which you are applying. Applications that are incomplete or mailed in government postage-paid envelopes will not be considered.

Please note that because all Family Liaison Office positions are in the Excepted Service, neither past nor current Federal, nor executive order eligibility is required. However, if applicants have government employment status or eligibilities, it is helpful to document this in the application to assist in determining the level of skills and abilities of each candidate.

SUMMARY OF REQUIRED APPLICATION ELEMENTS: In summary, you must include

ALL of the following. If ANY item is missing or incomplete, your application cannot be considered:

- A. A DS-174, a Federal resume, or any other format that contains ALL of the required elements listed in paragraph 13 of this announcement; NOTE: these forms or formats can be found on the internet. The DS-174 should not be submitted via eForms. Please submit the DS-174 as an email attachment;
- B. "Supplemental Statement" addressing EACH of the Qualifications and Ranking Factors IN DETAIL. The supplemental statement should list each qualifications/ranking factors in section 8 above and a brief summary of how the applicant meets that particular qualification. A cover letter should not be substituted for the supplemental statement;
- C. For Federal employees (including former employees and those in FSFRC Reserve Status or INWS):
 - 1. Most recent Performance Appraisal Report or EER (even if several years old), or if one does not exist, a form DS-1812 or equivalent form from another agency;
 - 2. Most recent SF-50 (even if several years old); and
- D. For those applicants without Federal employment experience, performance appraisals are optional; and
- E. Veterans must demonstrate proof of eligibility by submitting their DD-214 (member copy 4) along with their SF-15 and VA Letter (if applicable).

Send applications to HRSS/EP by fax at (843) 202-3807 or by email to HRSEU@state.gov.

Please indicate in the email subject line "FLO Application – Program Support Officer" to ensure applications are routed correctly and please include the applicant's name in the title of any email attachments. Applications may also be mailed to Office of Shared Services Employment Programs -- FLO, 1999 Dyess Avenue, Building E, Charleston, SC 29405. **The application must be received by 11:59 p.m.**

EDT, Wednesday, July 18, 2018. If there are any questions regarding this announcement, please contact Gabrielle Hampson, Division Chief, M/DGHR/FLO, at (202) 647-1076 or HampsonGA@state.gov.

Applicants may want to email, or fax (202) 647-1670, their intention to apply to Ms. Hampson.

Evaluation Method

The determination of basic eligibility is based upon review of the federal application or resume and supplemental statement. It is imperative that the information provided be in sufficient detail to permit accurate evaluation of eligibility and background as they relate to the qualification requirements listed in the announcement. Competition for vacancies in the Family Liaison Office is very keen.

Privacy Act Information

The Office of Personnel Management and other Federal agencies rate applicants for Federal jobs under the authority of sections 1104, 1302, 3301, 3304, 3320, 3361, 3393, and 3394 of title 5 of the United States Code. The information requested is needed to evaluate your qualifications. Other laws require inquiring about citizenship, military service, etc.

Information for Those Who Wish to Submit a Resume

Please note that although neither the format nor a particular application form is specified, there is certain information that applicants must provide in order to determine if the legal requirements for Federal employment have been met and to evaluate one's qualifications. If a resume format is used, it must contain the following information for the applicant to be considered for the position:

Personal and Education Information

- A. Full name, mailing address (with zip code), and day and evening phone numbers, including area code;
- B. Country of citizenship (most Federal jobs require U.S. citizenship);
- C. Veteran's preference (proof of eligibility is required);
- D. Highest Federal civilian grade held, including series, beginning, and ending dates (if applicable);
- E. Name, city, and state of last high school attended for diploma or GED; and
- F. Name and state of colleges and universities attended; major fields of study, and type of any degrees received (if no degree, show total number of credits earned, and indicate whether they are in quarter or semester hours).

Work Experience and Other Qualifications

Applicants must provide information on their work experience, both paid and non-paid, that is related to the position for which they are applying, including:

- A. Job Title (series and grade if Federal employment);
- B. Duties and accomplishments;
- C. Employer's name and address;
- D. Supervisor's name and telephone number (indicate if we may contact your current supervisor);
- E. Starting and ending dates of employment (month/year);
- F. Hours worked per week;
- G. Salary;
- H. Any other qualifications, including: job-related training (title and date of course), skills (e.g. languages, typing speed, and computer software/hardware), current licenses, or honors, awards, and special accomplishments (e.g. honor societies, publications); and
- I. Date available.